Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	Low	FCR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	2 1	2 1
		Wayne Andersen	1 1	1 1
		Will Swanepoel	1 1	1 1
		Assigned to Individual Total	4 3	4 3
	Metro D Desktop Support	Dave Gailey	7 6	7 6
		Greg Clawson	74 74	74 74
		Kevin Perry	1 0	1 0
		Assigned to Individual Total	82 80	82 80
	Voice Operations	James Gifford	1 0	1 0
		Romanza Hamblin Sorensen	1 0	1 0
		Assigned to Individual Total	2 0	2 0

Alcoholic Beverage Control

		Low	FCR Total
Alcoholic Beverage Control	**Assigned Group Total**	88 83	88 83
Customer Company Total		88 83	88 83

Alcoholic Beverage Control

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Assigned Group	Assigned to Individual	Low	MIR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	2 0	2 0
		Wayne Andersen	1 0	1 0
		Will Swanepoel	1 0	1 0
		Assigned to Individual Total	4 0	4 0
	Metro D Desktop Support	Dave Gailey	7 0	7 0
		Greg Clawson	74 0	74 0
		Kevin Perry	1 1	1 1
		Assigned to Individual Total	82 1	82 1
	Voice Operations	James Gifford	1 0	1 0
		Romanza Hamblin Sorensen	1 0	1 0
		Assigned to Individual Total	2 0	2 0

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		Low	MIR Total
Alcoholic Beverage Control	**Assigned Group Total**	88 1	88 1
Customer Company Total		88 1	88 1

Alcoholic Beverage Control

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	2 0.46	2 0.46
		Wayne Andersen	1 0.00	1 0.00
		Will Swanepoel	1 0.97	1 0.97
		Assigned to Individual Total	4 0.47	4 0.47
	Metro D Desktop Support	Dave Gailey	7 0.00	7 0.00
		Greg Clawson	74 0.00	74 0.00
		Kevin Perry	1 1.02	1 1.02
		Assigned to Individual Total	82 0.01	82 0.01
	Voice Operations	James Gifford	1 0.26	1 0.26
		Romanza Hamblin Sorensen	1 0.09	1 0.09

Alcoholic Beverage Control

			Low	ATTIR Total
Alcoholic Beverage Control	Voice Operations	**Assigned to Individual Total**	2 0.18	2 0.18
	Assigned Group Total		88 0.04	88 0.04
Customer Company Total			88 0.04	88 0.04

Alcoholic Beverage Control

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	2 1	2 1
		Wayne Andersen	1 0	1 0
		Will Swanepoel	1 0	1 0
		Assigned to Individual Total	4 1	4 1
	Metro D Desktop Support	Dave Gailey	7 0	7 0
		Greg Clawson	74 0	74 0
		Kevin Perry	1 0	1 0
		Assigned to Individual Total	82 0	82 0
	Voice Operations	James Gifford	1 0	1 0
		Romanza Hamblin Sorensen	1 0	1 0
		Assigned to Individual Total	2 0	2 0

Alcoholic Beverage Control

		Low	MR Total
Alcoholic Beverage Control	**Assigned Group Total**	88 1	88 1
Customer Company Total		88 1	88 1

Alcoholic Beverage Control

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| | | | Top Number - Total Incidents | |
| | | | Bottom Number - Average time in hours | |
Customer Company	Assigned Group	Assigned to Individual	Low	ATTR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	2 3.16	2 3.16
		Wayne Andersen	1 0.00	1 0.00
		Will Swanepoel	1 0.97	1 0.97
		Assigned to Individual Total	4 1.82	4 1.82
	Metro D Desktop Support	Dave Gailey	7 0.02	7 0.02
		Greg Clawson	74 0.00	74 0.00
		Kevin Perry	1 2.48	1 2.48
		Assigned to Individual Total	82 0.03	82 0.03
	Voice Operations	James Gifford	1 0.26	1 0.26
		Romanza Hamblin Sorensen	1 0.16	1 0.16

Alcoholic Beverage Control

			Low	ATTR Total
Alcoholic Beverage Control	Voice Operations	**Assigned to Individual Total**	2 0.21	2 0.21
	Assigned Group Total		88 0.12	88 0.12
Customer Company Total			88 0.12	88 0.12

Alcoholic Beverage Control

Detail

INC000000614566	Brent Wilson	Telecom	Call/Receive	Telephone		TIR Missed: No	0.26
	Voice Operations	James Gifford	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.26
INC000000628583	Kevin Hagberg	Application	Error	State Payroll System		TIR Missed: Yes	1.02
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	2.48
INC000000631120	Liquor Store 42	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000631941	Liquor Store 19	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000631942	Liquor Store 35	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000631943	Liquor Store 16	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000632399	Liquor Store 39	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000632408	Marjean Short	Application	Error	Google Chrome		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000632410	Liquor Store 06	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000632416	Liquor Store 02	Application	Error	Microsoft Windows XP Professic	TIR Missed: No		0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000632424	Liquor Store 14	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000632427	Liquor Store 36	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000632453	Liquor Store 12	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000632454	Liquor Store 03	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000632471	Liquor Store 27	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000632888	Liquor Store 03	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000632927	Liquor Store 23	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000633196	Liquor Store 08	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000633198	Liquor Store 41	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000633464	Val Dunaway	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000633530	Liquor Store 02	Application	Reporting	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000633666	Liquor Store 01	Application	Reporting	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000634335	Liquor Store 15	Application	Error	Microsoft Windows XP Professic			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000634503	Vera D Pitt	None	None	None			TIR Missed: No	0.92
	Application Support	Chris Christensen	Alcoholic Beverage Control	Low	Closed		TTR Missed: Yes	6.32
INC000000635646	Liquor Store 02	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000635737	Anita Knowley	Telecom	None	None			TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.16
INC000000635751	Liquor Store 30	Network	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000636338	Liquor Store 02	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000636341	Liquor Store 16	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000637174	Liquor Store 02	Application	Reporting	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000637182	Liquor Store 04	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000637353	Liquor Store 28	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000637783	Liquor Store 19	Application	Error	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000638094	Liquor Store 30	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000638101	Liquor Store 28	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000638102	Liquor Store 41	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000638106	Liquor Store 30	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000638109	Liquor Store 29	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000638111	Liquor Store 08	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000638218	Liquor Store 08	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000638780	Liquor Store 11	Application	Reporting	None		TIR Missed: No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000638821	Liquor Store 12	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000638835	Liquor Store 31	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000639123	Liquor Store 19	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professi	TIR Missed: No		0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000639238	Liquor Store 45	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000639239	Liquor Store 03	Application	Reporting	None		TIR Missed: No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000639241	Liquor Store 24	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000639297	Liquor Store 34	Application	Error	None		TIR Missed: No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000639315	Liquor Store 44	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000639370	Liquor Store 03	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

Alcoholic Beverage Control

Incident	Location/Person	Category	Type	System	TIR Missed		Value
INC000000639555	Liquor Store 13	Application	Error	Triversity Point-of-Sale	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000639563	Liquor Store 25	Application	Error	Microsoft Windows XP Professic	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000639966	Liquor Store 15	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000639972	Liquor Store 36	Application	Reporting	Triversity Point-of-Sale	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000640005	Liquor Store 03	Application	Error	Triversity Point-of-Sale	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000640475	Liquor Store 10	Application	Error	Triversity Point-of-Sale	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000641148	Liquor Store 30	Application	Error	Triversity Point-of-Sale	TIR Missed:	No	0.00
	Metro D Desktop Support	Dave Gailey	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000641158	Liquor Store 30	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Dave Gailey	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.12
INC000000641185	Liquor Store 34	Application	Error	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Dave Gailey	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000641434	Liquor Store 22	Application	Error	Triversity Point-of-Sale	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000641445	Liquor Store 37	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Dave Gailey	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000641677	Cindy L Holmes	None	None	None	TIR Missed:	No	0.00
	Application Support	Wayne Andersen	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000641748	Liquor Store 09	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000641750	Liquor Store 15	Application	Reporting	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000641826	Liquor Store 30	Application	Error	Triversity Point-of-Sale	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000641951	Liquor Store 31	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000641980	Liquor Store 27	Application	Reporting	Triversity Point-of-Sale	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

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INC000000641992	Liquor Store 25	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000641994	Liquor Store 41	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000642185	Justin Broderick	None	None	None		TIR Missed: No	0.00
	Application Support	Chris Christensen	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000642586	Liquor Store 15	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000642650	Liquor Store 41	Application	Reporting	Microsoft Office Word Viewer		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000643196	Liquor Store 28	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000643418	Liquor Store 30	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000643785	Chris Johnson	None	None	None		TIR Missed: No	0.97
	Application Support	Will Swanepoel	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.97
INC000000643916	Liquor Store 27	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000643969	Abe Kader	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dave Gailey	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000643973	Liquor Store 05	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000643976	Liquor Store 14	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000643986	Liquor Store 19	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000644055	Liquor Store 03	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000644273	Abe Kader	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dave Gailey	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000644275	Justin Broderick	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dave Gailey	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000644346	Liquor Store 38	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

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INC000000645046	Liquor Store 03	Application	Reporting	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000645047	Liquor Store 17	Application	Error	Triversity Point-of-Sale		TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000645048	Liquor Store 03	Application	Reporting	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000645049	Liquor Store 06	Application	Error	Triversity Point-of-Sale		TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00